

Global Commitment (GC)
Quality Strategy

Performance Audits	<p>First, AHS will use objective and systematic processes to obtain and examine documents to determine whether OVHA and its IGA Partners have complied with the following federal and state standards for managed care programs:</p> <ul style="list-style-type: none">• Access• Structure & Operations• Measurement & Improvement
Performance Measures	<p>Second, AHS requires the MCO to collect performance measures that illuminate the following <u>focus areas</u>:</p> <ul style="list-style-type: none">• Preventive care (i.e., immunizations, dental visits, prenatal/postpartum care, well-child and adolescent well-care visits)• Chronic conditions (i.e., asthma, diabetes, depression), and• Consumer experience of care (i.e., getting needed care, getting care quickly, customer service, and overall rating of health plan) <p>HEDIS (<i>The Health Plan Employer Data and Information Set</i>) measures are used to assess the first two focus areas while CAHPS (The Consumer Assessment of Healthcare Providers and Systems) measures are used to evaluate the third.</p>
Performance Improvement Projects	<p>Third, AHS requires the MCO to conduct Performance Improvement Projects (PIP) to increase the probability of achieving its desired outcomes.</p> <p><i>Year One</i> PIP focused on <u>Preventive Care</u></p> <p>Interventions were undertaken to improve performance on the following measures for children and youth entering State custody:</p> <ul style="list-style-type: none">• Adolescent Well-Care Visit (HEDIS®)• Childhood Immunization Status (HEDIS®)• Adolescent Immunization Status (HEDIS®) <p>Possible <i>Year Two</i> PIP focuses on <u>Oral Health</u></p> <p>Interventions are/will be undertaken to improve performance on the following measures for GC enrollees:</p> <ul style="list-style-type: none">• Annual Dental Visits (HEDIS®)• Number of oral health units billed in ED• MD participation rate in Dental program• Enrollee’s experience of care with access to dental provider
External Quality Review Organization	<p>Finally, AHS will contract with an External Quality Review Organization (EQRO) to conduct an external and independent assessment of the quality of health care delivered to the Medicaid recipients enrolled in Global Commitment. Annually, the EQRO will conduct the following activities:</p> <ul style="list-style-type: none">• Determine Compliance with State and Federal Managed Care Regulations• Validate Performance Measures• Validate Performance Improvement Projects